

Code of Conduct

(Oct. 2018)

The Board, staff, volunteers and the communities who support The Guesthouse Shelter strive to provide a safe, comfortable and clean place for anyone in need to it. The Code of Conduct provides some general and specific expectations to follow as their part in providing that positive place. If someone does not adhere to the Code of Conduct they may be asked to leave and/or be suspended from services provided by The Guesthouse. The expectations include:

1. Everyone is to treat one another with dignity and respect. Negative behavior such as rudeness, verbal or physical abuse, threats, acts of intimidation, swearing, spitting, violence, theft or willful damage is not acceptable.
2. Everyone is expected to act respectfully in the surrounding community, as part of being good neighbours. For example, behave as expected in The Guesthouse and do not trespass on private property.
3. The rules of the shelter are in place to help make it a positive environment for everyone, so following the rules is expected.
4. Everyone is expected to help in maintaining the cleanliness and safety of the shelter. This includes cleaning up after themselves in the sleeping areas, dining area, bathrooms, and outside of the building.
5. The Guesthouse Shelter will not be responsible for any lost or stolen property.
6. All personal belongings of guests including, jackets, bags, knapsacks, purses, etc. must be secured in a locker at the entrance. Contents of lockers being used by a guest not staying overnight must be removed when the guest leaves. Items left behind will be discarded each morning.
7. Overnight guests will be assigned a bed and a locker and will be required to show the contents of their pockets, bags, etc. to a volunteer or staff.
8. Lockers may be searched at the discretion of shelter staff or volunteers.
9. Anyone under the influence of drugs or alcohol may be denied entry to the shelter.
10. Drugs, alcohol, weapons or knives of any type are not allowed. Any person found in the possession of these may be asked to leave the shelter.
11. Only registered volunteers and staff are permitted in the kitchen at any time.
12. Smoking (including e-cigarettes) is strictly prohibited inside the shelter. No smoking within nine meters of any entrance or exit of The Guesthouse Shelter.
13. Shoes and shirts are required to be worn at all times. Hoods, bandanas, sunglasses, tank tops, suggestive clothing or any clothing with drug, alcohol, prejudicial slogans or sexual innuendos is not to be worn within The Guesthouse.
14. Prescription medication, safety kits and pocket knives must be handed in and locked in the medications cabinet upon arrival. They will be returned when the guest departs.
15. Female and male residents will sleep in separate designated rooms. Wake up call is at 6:30 a.m. All overnight guests must leave the shelter by 7:45 a.m.
16. Shelter curfew is 11:00 p.m. After 11:00 pm, only guests who have been screened and approved by police services **and** the Shelter Shift Leader will be allowed to enter.
17. Overnight guests who are not consistently working on a plan to secure permanent housing may stay at the shelter for a maximum of 30 nights per year. An extension may be granted if the guest has arranged permanent housing within a reasonable time.
18. Overnight guests must meet with the Shelter Outreach Worker within 7 days of initial entry. A plan for moving forward must be developed and implemented within 21 days.
19. Due to fire hazard and public usage all doorways and hallways within 522 Elizabeth St. must remain clear at all times.

I understand the Code of Conduct and will abide by it during my time at the Guesthouse Shelter. Please indicate whether: Volunteer Guest Staff

Name: _____ **DOB:** _____ **Date:** _____

Signature: _____ **Staff/Volunteer Name:** _____